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Facsimile Cover Sheet

To:	Examiner Quynh H. Nguyen/USPTO	Fax:	571-273-8300
From:	Robert D. McCutcheon	Time:	2:46 PM
Date:	January 11, 2006	Client/Matter:	10628ROUS01U (NORT10-00169)

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U.S. Serial No. 09/472,910 filed December 27, 1999

Examiner Nguyen:

In accordance with our telephone conversation, attached are the Facsimile Cover Sheet (and confirmation of receipt), Certificate of Transmission by Facsimile, and Amendment and Response to Final Office Action (which has been properly executed), as faxed to the U.S. Patent and Trademark Office on December 19, 2005.

Sincerely,

Terri Massengale,
Senior IP Paralegal

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DOCKET NO. 10628ROUS01U (NORT10-00169)
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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of : Michael C. G. Lee
Serial No. : 09/472,910
Filed : December 27, 1999
For : CALL FEATURES FOR AUTOMATIC CALL
DISTRIBUTION SYSTEM
Group No. : 2642
Examiner : Quynh H. Nguyen

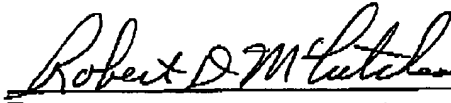
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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

CERTIFICATE OF TRANSMISSION BY FACSIMILE

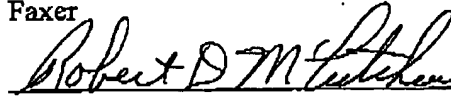
Sir:

The undersigned hereby certifies that the following documents:

1. Amendment and Response to Final Office Action

relating to the above application was faxed to (571) 273-8300 on December 19, 2005.Date: 12/19/2005

Faxer

Date: 12/19/2005Robert D. McCutcheon
Reg. No. 38,717

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To: Examiner Quynh Nguyen/USPTO

Fax: 571-273-8300

From: Robert D. McCutcheon

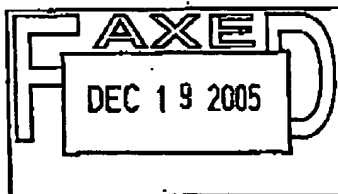
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